# The ROYA

**VOLUME EIGHT** 

**APRIL**, 1923

STANDARD

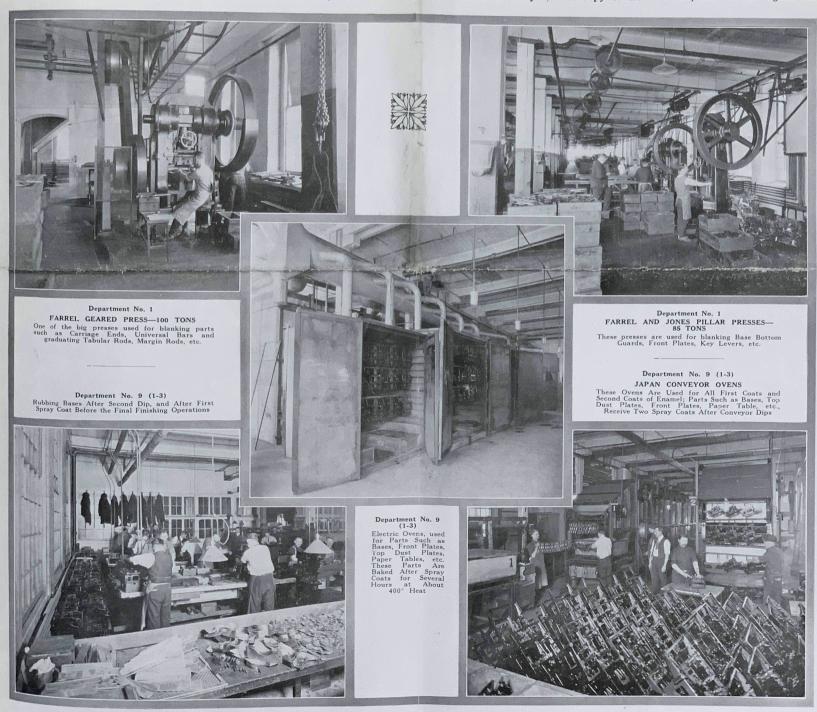
NUMBER FOUR

#### ROYAL FACTORY MODERN

No expense has been spared to make this the most modern of typewriter manufacturing plants. Pictures tell the story of Royal Progress and show why the ROYAL is the best built typewriter money can buy

Just think of the huge size of the presses that blank Out the carriage ends, universal bars and other Royal Typewriter parts of similar nature. The photograph below shows one of these immense presses which unsurpassed. So careful is the work of enameling done that nothing is overlooked to make it as nearly perfect as modern machinery and ideas can produce. The description between the ulustrations tell the story

the Standard big enough, so that the first and last pages may be laid flat and hung in the window for ad-vertising purposes. If dealers and branches will hang this copy of the Standard, laid out flat against the



exerts a pressure of 20,000 pounds to the square inch. There is nothing finer or more accurate built for the purpose for which these presses are used and they are working full time to keep up with the demand created for Royal typewriters by the sales force.

On the next page is printed a description of the immense electric ovens where the enamel is baked on the frames. These ovens have attracted widespread comment and attention and have been visited by manufacturers from many parts of the country. The use of these ovens assures us of a uniformity of finish that is

of the application of these machines in the manufacture of Royals.

This is the first glimpse that we have given of the factory through the Royal Standard for some time and it is the intention of the company to show more pictures in the future. They will not always appear on the front page, but will be run with descriptive matter, month by month, for the purpose of acquainting the sales organization with the huge plant where the Royal is made. Royal is made

This first of the series is printed on the first page of

window pane or on the wall within the office or store, they are sure to attract attention. The pictures bear out the story of the 700,000 and more users of Royals out the story of the 700,000 and more users of Royals today. Reading the statement on the back page, one may see by looking at the pictures, at least five good reasons why the Royal is as popular today as it is. March was the biggest month ever in domestic sales. April has started off with a bound. The Royal is fast climbing toward the top. An efficient sales force, backed up by an efficient factory, is an irresistible combination that is sure to win success.

#### **OUR OVENS** CREATE COMMENT

#### Well Known Electrical Publication Devotes Editorial to Royal Japanning Process

We are glad to have been able to give in our last issue some details regarding the use of electric baking ovens as a substitute for the gas oven of earlier practice. The work referred to is being done in the factory of the Royal Typewriter Company, which is one of the many plants obtaining power from the Hartford Light Com-The particular oven here con pany. sidered is of the conveyor type with heating capacity for turning out a ton of typewriter parts per hour. The parts are hung on endless chains and pass successively through a warm dipping tank, a drip chamber and the ping tank, a drip chamber and the baking oven proper. One of the nota-ble advantages of the apparatus is the complete control of temperature which is furnished by an electric thermostat operating magnetic switches which in turn control the heating elements. Since the proper baking temperature depends on the particular material to be dealt with, such an accurately regulated automatic control is valuable.

In the practical operation of the ovens it is found that their output is more uniform as to quality than the work of gas ovens, and there is de-cidedly increased capacity for the space taken up. The first advantage is notably due to the great uniformity of the heat obtained, which removes all danger of overbaking, besides which the gas-fired furnaces occawhich the gas-fired furnaces occasionally ignited the drip and spoiled the contents of the oven, a danger entirely obviated in the electric heating. Finally, the electric baking is cheaper than the operation of the equivalent was ovens. Under actual equivalent gas ovens. Under actual test the consumption of energy in the oven during the entire baking period amounted to a scant tenth of a kilowatt-hour per pound of parts treated, watt-nour per pound or parts treated, which well bespeaks the moderate cost of the operation. The last finishing coats of enamel are also applied in cleaning and are the cost of the cost plied in electric ovens previously use but not forming a part of continuously moving apparatus here described. Eventually it may be possible to make the entire operation continuous.

#### **FACTORY NOTES**

The Factory Sales Department is surely a busy place these days. More power to those who keep these fellows hustling. May we again have to increase the working force.

Speaking of being busy, the Receiving and Shipping Department, Mr. Mackay, has no idle moments. To see the large loads of incoming materials, and the larger loads of outterials, and the larger loads of outgoing product is to realize the ex-tent of the work being accomplished by this department. And yet, whenby this department. And yet, when-ever an extra effort is required to out a little something more over, the took place. His heart suddenly left put a little something more over, results are gratifying. Hats off to Mackay

To mention achievement in work without a word about Mr. W. Whittaker, foreman of the carpenter shop, would be like writing of wars with-

out mentioning Napoleon.

To see the best equipped, most efficient, up-to-the-minute department its kind, visit Department 17 and be convinced.

To efficiently operate, and keep in To efficiently operate, and keep in the best working condition, all of the up-to-date electrical equipment and wonderful furnaces which are a part of our Hardening Department, requires the services of an A-1 man. Mr. J. Godfrey is foreman of this department. "Nuff sed."

New Equipment for Plating

What is the meaning of that broad smile on Mr. Jacobson's face? Oh, charges are:

yes, the new Generator has arrived, been set up and is working. That smile is going to be contagious, for the finish on parts in the Royal Type-writer continues from now on, second to none.

Say, boys, it must take an increase in the family to bring such an expression of joy on one's face, as now adorns that of our superintendent, Mr. Dowd. Yet again, perhaps there are other producers of this kind of smile. There are rumors of a new car.

#### Production Standing

We find that "Time brings changes.
The month of March brough The month of March brought changes in the standing of the leading departments. Some who have not en heard from as yet have up the challenge and are crowding the secretary Fuller

1st—Department 30—Mr. Boesch 2nd—Department 2—Mr. Snow 3rd—Department 1—Mr. Berg 4th—Department 33—Mr. Flynn 5th Department 34 Mr. John

5th—Department 34—Mr. John

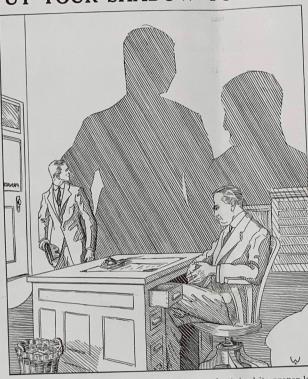
6th-Department 26-Mr. Hender-

#### FOREMEN'S CLUB

Wesley A. Stanger, Manager Sales Promotion Department, was a very welcome visitor at our Foremen's Club Meeting, March 21st. We remember with interest his last talk to Club members and employees, and we anticipate another pleasant evening on the receiving end with Mr. Stanger as the "broadcaster."

The speaker, Mr. J. F. Abercrombie, Brush Company,

# PUT YOUR SHADOW TO WORK



But even with his best tion. ging hard. efforts the day so far had been fruit-less. Towards the end of the afternoon he managed to get into the inner shrine of a purchasing agent whose shrine of a purchasing agent whose chief delight was to scare ambitious young salesmen. Shaggy eye brows and a bellowing fog horn voice asand a bellowing fog horn sisted him greatly in scalping their

The P. A. was in good form when the junior entered. The latter stood the junior entered. The latter stood up against the oral onslaught for a while but soon his courage began to ooze and his knees to beat a tattoo against each other. And then he chanced to look at the wall where the late afternoon sun was casting length.

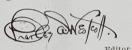
The junior salesman had been plug- | his shoes and retained its proper location. His legs lost their appearance of an "X" and retained their normal rigidity. then he went back at the P.

And full steam ahead, forceful, but with dignity. The P. A., surprised at the sud-

den change asked, "What happened to you? I thought I had you licked."

"I happed to glance at the wall," replied the junior and "observed that, although you made me feel about two feet tall, my shadow was just as big as yours.

He got the order!



D-9-Mr. Harrington

D-1—Mr. Berg

D-2-Mr. Snow D-18-Mr. Godfrey

D-36—Mr. Cavanaugh

The man who can speed up production in his department, and with new help, yet keep his scrap material down to normal, has a way of run-ning things efficiently, and his meth-

ods are worth copying. The six manufacturing departments showing the best average for the past six months of scrap figured against departmental charge, which

leaders hard. The leading six for more than upheld the reputation made by speakers of previous gatherings.

more than upheld the reputation made by speakers of previous gatherings. The talk had a message for all. The Foremen's Club Meetings are surely interesting and enjoyable af-fairs. The "pep" and enthusiasm displayed clearly shows the spirit behind, and from remarks one hears, these meetings are certainly an in-

made to our new Reference

includes pay roll and all expense over the railroads. ognize "It can't be done."

#### STORY OF AN EASY SALE

# M.A.D. Man Crosses Tape with Sale He Had Never Thought of Until Idea Struck Him

One day a machine a day man lacked one sale to complete his ma-chine a day record for the month. It seemed for the moment that he had closed all his prospects and he needed a quick sale.

Brown & Company had been using Royal Typewriters and they had a complete battery of new machines He was just about to dismiss them from his mind and was looking at this check just received from the com-pany, written on a Pin Point Check Protector typewriter, and it occurred to him that Brown & Company could use a check protecting typewriter in their Disbursing and Voucher Department.

He had heard someone say the premium on Forgery and Check Raising Insurance was reduced very greatly when Royal typewriters equipped with Pin Point type were used on every check issued. This saving on almost any size concern would amount to the cost of the machine. He presented this to Brown & Company as a method by which a typewriter could earn its cost and also provide protection and a more efficient way of doing business.

#### Ideas Sell Goods

It is rare that a commission check in the hands of a salesman brings up such an effective suggestion. Take a look at your next check from the company; then think of some tomer who could use it to advantage and see if there is not another order around loose that you never thought of.

There are some advantages the ordinary check writer which are not apparent at first. Here they are. It fills in the date, payee, filling and numerals. It can be used by banks stock transfers, office records of all kinds, important vouchers and it gives a carbon copy. It is out of the class of the ordinary check protecting machine.

#### Royal Pin Point Type

DESIGNED FOR BANK CHECK PROTECTION. 123456

An incident which can be added out of the experiences from the general Royal checks are sent in of purchases. They have payment of purchases. brought sales unsolicited by salesmen from Royal customers. For instance the American Tube & Stamping Co., who received Royal checks written on a Pin Point type machine sent to our Treasury Department an order for machines of that character and are completely equipped, having dis-

The Royal Typewriter Company member, Mr. Murray.

In the vernacular of the street, "Some speech."

The Royal Typewriter Company does business through some of the largest banks in New York where it who sell them need more education who sell them need more education who sell them to be educated to its merits. Some speech."

A word of praise rightfully belongs to our refreshment committee.

"Van," our live purchasing agent, has sure been some busy this winter getting raw materials, supplies, etc., over the railroads. Van doesn't was a largest banks in New York where it is unusual for an account to attract any particular attention, nevertheless. When the been complimented repeatedly, from the bank's standpoint, on the appearance and elimination of around won't do it but constant applications. The men deucation who sell them need more education who sel getting raw materials, supplies, etc., on the appearance and elimination of overcome all competition. Change over the railroads. Van doesn't recognize "It can't be done."

peatedly, from the bank's standpoint, overcome all competition. Change of the competition of around won't do it, but constant application, more knowledge and enthusions of the competition of the appearance and elimination of risk on Royal checks and drafts passed through to their hands,

#### KNOWLEDGE HELPS AMBITIOUS SALESMEN

Know What Your Customers Are Interested in and Talk About Things That Appeal to Them

By E. J. Goldblatt, Salesman Chicago Office I dislike to

hear salesmen referred to as 'typewriter peddlers." I consider selling typewriters as a profession which should be studied the same as any other profession. In February I sold



many Royals to Radio for the reason that I Radio about Radio than most of them did. I was in a position to give them more information than the value of the typewriter which they purchased from My competitors did not have a with them, for I had made a study of the subject in order to equip myself with information which would assist me in selling them

I make it a point to know something about the business of the man I expect to sell a typewriter makes no difference whether it is accounting, gas engines, automobiles, paintings, rugs, real estate, stocks or anything else he may be interested in.

#### Study Your Business

Many typewriters have been sold by me on account of my knowledge of art. Art is the hobby of the men at the head of our largest industries. For that reason I have studied art. I can sell more typewriters through my knowledge of their hobbies than I can through simply talking typewriters.

Knowledge of what you have to sell is of great importance. Knowledge of how to sell it is quite as important. Knowledge of the things your customers are interested in is as essential as both of them. If you know something about the things your prospect or customer is interested in, you have an avenue of ap proach which opens up the way for you to use the knowledge you possess of your goods and how to sell them, and makes selling the goods a natural and logical sequence.

There are many things outside of the typewriter business which help sell typewriters. There are good articles in the Literary Digest and other publications, articles by well known writers and successful men which if studied and applied, help greatly in selling goods. Often you will find articles on other subjects that exactly fit the typewriter business; these are all good and can be used by the man who studies and who is constantly increasing his knowl-

#### Competition is Keen

Competition in the typewriter business is keen. It is going to be more keen as time goes on. This competition is not, nor is it going to be in the matter of price, but competition in showing the merits of the type-Most of the companies are writer. constantly improving their machines. The company with the most enthusiastic selling force will sell the greatest volume.

The Royal is a wonderful type carded all other devices purported to serve the same purpose.

The Royal Typewriter Company the buyers do not know it. They have

Little Detail in Which, If You Make You I By Julius Sch

MAKE YOU



thinking of "I one thing which receive, which and which you That thing i Courtesy will build up more g ger dividends know about. place in busine nore necessary less used than This does not only, but it a service. The c work easier an

takes and erro than with any will do what to Want When a man

service on a or any other d of annoyance Something has interfered wit Usually the something him help. The mo gets and then in desperation which elapses person tends toward dition of ann pair man fina thing is to ta him. If he is all right. If ble for hims

concerned. The person a petulant f an who cal condition only annoyance ar house selling

Cour Courtesy of thing. At fin After a voluntary acresult is satisfor the house who uses it Courtesy ref Discourteo reputat make thems but they hol zation

and themselves f Practice use it. If grouch and blacker one spite on the satisfaction mark; drop

#### MAKE YOURSELF WORTH MORE

Little Detail in Your Daily Work Which, If You Follow Out, Will Make You Better Mechanic

By Julius Schillinger, Assistant Sales Manager There



very few things in the world, which costing nothing, pays dividends. El-Elbert Hubbard once said, "When someone offers you something for nothing, holler like hades and call a

are

He overlooked one imortant thing, however, unless he was thinking of "paying" only in the terms of dollars and cents. There is "paying" only in the one thing which you may give and receive, which you get without and which you give without fee.

That thing is Courtesy.
Courtesy will open more doors, build up more good will and pay bigger dividends than anything you know about. There is probably no place in business where courtesy is more necessary, more appreciated and less used than in rendering service. This does not apply to typewriters only, but it applies to all sorts of service. The courteous man finds his ork easier and corrects more mistakes and errors through this quality than with anything else. Courtesy will do what tools will not do.

#### Want Quick Service

When a man or woman calls up for service on a typewriter, automobile or any other device, a certain amount of annoyance has preceded the call. Something has gone wrong which has interfered with the regular routine. Usually the person effected tries something himself before he calls for help. The more he tries the worse it gets and then the service call is made in desperation. No matter how quickly the man responds, the time which elapses seems extremely long to the person waiting. Everything tends toward bringing about a con-Everything dition of annoyance. When the re-pair man finally appears, the natural thing is to take out the ill feeling on him. If he is courteous, he gets along If he is not he makes trouble for himself and every one else

pos

The person calling is naturally in a petulant frame of mind. If the man who calls is in the same mental condition only one thing can result and that is a misunderstanding, more annoyance and a resentful feeling toward the machine, the man and the ouse selling it.

Courtesy is Essential

Courtesy costs very little if anything. At first it costs a little effort on the part of the person who uses it. After a while it becomes an in-voluntary action like breathing. The all is satisfied customers, good will for the house, a welcome for the man uses it and a lighter day's work. Courtesy reflects itself in the sales.

Discourteous repair men not only injure the business, hurt sales, ruin the reputation hake themselves disliked and unwel-tome, make their own work harder, but they hold back the entire organization.

all day one day and you will never relapse into the old way of conducting yourself. The first time you try it you may not be able to go through the entire day with courtesy on every call. If you fall down even once, start the next day all over and keep it up until you can truthfully say that you have gone one entire day, practicing courtesy and consideration from the opening to the closing of your day's work. After you have done this once, you will always be courteous.

Courtesy begins when you answer the telephone. A courteous reply on the phone paves the way for the man who makes the call. A courteous entrance into the office helps it along. Courteous attention and service on the machine itself and full consideration for the stenographer's feelings, with a courteous reply to every question or remark, illuminated with a smile will do more than all of the tools in your tool kit put together. It will build a reputation for you, enhance your value to the house, help the office sell more typewriters and react in a profitable manner all down the line. It will make you a better and more valuable man, and in the very last consideration that is the most important point of all. Courtesy will help you and make you better, both as a mechanic and as a citizen.

#### **CHART BOOSTS SALES OF** METROPOLITAN DEPT.

The chart below is an exact copy of sales contest board used in Metro-politan dept., as well as a list of our machine-a-day men for the month of March, 1923.

first approximate the number of machine-a-day men we would have; then place the necessary accommodation for them, beginning with one and numbering each line for succeeding contestants. We have never yet been disappointed in attaining our aim. This good record is attributable to the fine co-operation of our sales force and the fighting spirit of our men.

The "Self Assessed Quota Plan" is the outcome of some very clever. Since the innovation of the machine-

the "Self Assessed Quota Plan" is the outcome of some very clever thinking on the part of our manager, Capt. W. C. Lavat. As can be seen, each senior salesman's name is placed column to the right. This percentage accelerate its movement upward. We

#### HOW TO SIZE UP YOUR TERRITORY

Like Any Other Contest, Sales-man Should Measure Distance and Then Put on Full Speed

By N. Sykes, Salesman New York City



When I ap-I first measure my distance and then proceed to cover it in the time allotted to it. Every ure my distance

close of the month. distance," may sound obscure at first, but I will explain what I mean.

If I were taking on a new terri-

tory, I would look it over first, devoting just enough time to it to give starts. and possibilities. The very first month I was in it I would decide in advance the number of sales it should produce during that period and would set to work on the first day to get at least that number. During the time least that number. During the time I was attaining the volume I had set out for, there would be no let up in effort for any reason whatever. The way to do it is to dig in and forget everything in the world except getting that particular number of sales. Anyone who will do this will come pretty near making what he sets out for the very first month he tries.

#### Judge Your Possibilities

After doing this the first month, a man has a better view of his territory

couple of times. After I have passed my second month in the territory I know pretty near what its maximum possibilities are and this is my mini-mum ever after. It is true that a man cannot always attain the maximum, but if he has his eye on the maximum

proach a territory to work it,

To get the most out of a territory, the salesman should think of little energy toward securing the maximum number of sales by the end of the month. Time spent in idle gossif worrying about things that do not concern you, time killing and loafing cost a salesman real money. The salesman's value to himself and to and plan to make it, at the "Measuring my salesman's value to himself and to his company depends upon how many, clean profitable sales he can make.

#### Cover Your Distance

Any man entering any kind of a race measures his distance before h starts. Every man has a course to cover, he has just so many working days each month to cover it in. He must get a certain return from it within the time set. Months are not all the same. Some have more holidays than others. Some are shorter than others.

may produce better than others. must get the greatest amount of production out of each month. When he has a good month ahead of him he should go the limit to produce all he can to take care of the months when he may not do so well. In the months the Royal organization. that are not so productive he must up the average.

It seems to me that selling goods is nothing more or less than hard work

in alphabetical order. The column remains a red or minus per cent. however, found that after the merwhich shows 100 per cent. in each in-

all of the time and does not think of anything else, he is sure to get a good volume anyhow.

else during the day than getting or-ders. He should devote his time and

If a man realizes that some months just that much harder to keep

#### **PUT THOUGHT** INTO YOUR WORK

What You Accomplish Is Reflec-tion of What You Think—An Objective Is Essential

By L. A. Dunn, Manager Philadelphia Office

One of the hardest, if not the hardest thing in selling, is to make our prospect believe in us. In order create that belief, we must radiate truth, confidence and integrity.
There is no se-



cret in successful salesmanship, after all is said and done, he is mo cessful, who works hardest, and thinks most about his work.

The successful Royal salesman not only thoroughly familiar with the typewriter he is selling, but knows, and is able to show its application to business. He is able to show the big user as well as the individual user the Royal Road to Better Results. While the one idea man, the canvasser, may secure a limited number of orders, by constant canvassing, he who can put his thought in his work, will find an open road to success.

It is one of the tragedies of human progress that we must either grow or go.

There is no "Neutral Ground" in

Success or failure is a state of mind, and the salesman who starts out in the morning with no fixed idea of his day's work will find nothing but refusals. His negative attitude toward his work, creates a like feeling in the prospect, and he is turned down, be-fore he can present his argument. Here is the reason so many fail to make good. They do not think as they work.

#### Use Latent Energy

There is latent energy in every one of us, if we will but develop it. The machine a day man, creates the sale first in his own mind, and after that he has little difficulty in leading his prospect to the Royal Road. Selling to my mind, is the one big thing, the fundamental principle in all human endeavor, a profession, that requires all our thought and energy.

Yesterday's work is history. Today is our day, and it is your job and mine to make today count. There is a reason for every turn down, if we will but think it out. Either we are too careless in our presentation or we failed to make use of our opportunities, or to show our prduct.

tunities, or to show our prduct.

Sales, come before and must be backed up by man, and it is my heart-felt belief if we build up man, by clear thinking of our work, if we will put not only our shoulders, but our mind to the job, sales will follow, as surely as day follows night. When we put thought into our work, we will find inspiration, and then enthusiasm. Enthusiasm comes, when we are

able to overcome every objection, knowing we have the best writing ma-chine that was ever built, when we forget everything but our job, and e it our business to see that day by day, and every day at least one more prospect, one more plodder, has been made to see the light, and have

been added to the Royal family.

Machine A Day Club March 1923\_

1 DJ. Allingham	18 G White
2 Harry Ash	19 ACWiles
3.T.M.Gleason	20 C K Freun
4 R C Robinson	
5 C W Knox	
6 J J Freund	
2 RH Martin	
8 G.M. Guest	
9 H W De Mott	
10 Cc Waters	
11 Nigel Sylies	
12 H W Van Ness	
13 Chas Schnirring	į.
14 HJ Fuchs	
15 R. Brandes	
16 W B Derango	
17 Jos Schwartz	

Allingham Ash 100% 04 + Matthews 100 % 231-Brandes 100 % 115 100 % 733 -100 % 133 + DeMott Mullane 100 % 80. -Derando 100% 20 Robinson Finnan 100 % 75.
Freund C.K. 100 % 133 Satir 100 1-083+ Schenck 100 1-90 -Freund J.J 100 1.533 + Fuchs 100 1.067 + Gleason 100 1.08 -Schwartz 100 % 35 + Simon 100 % 25 -Smith Guest 100% 767 Hedderman 100 % 308 Sykes 100 % 385+ Van Ness 100 1-76.9+ 100% 50 -Hovt 100% 056 Waters 100 1-07.7+ Knox White 100 % 033+ Wiles Yates 1.0 Master 100 1. 333+ Mª Fadden 100 %-56.7-

Self Assessed Quotas

station and keep others as well as themselves from going ahead.

Practice courtesy. Never fail to use it. If you have been nursing a grouch and meeting black looks with blacker ones, taking out your own spite on the stenographer or getting satisfaction out of some sharp remark; drop it for a day. Try courtesy

Try action and keep others as well as themselves from going ahead.

Practice courtesy. Never fail to use it. If you have been nursing a grouch and meeting black looks with each individual's sales are credited to him. We then deduct the net (which mark; drop it for a day. Try courtesy to say that this method of creating competitive intersets among our men has been a huge success, and was gratifying, not only to the metropolitan department.

This is also attested to by the thermanagement, but also to all concerned.

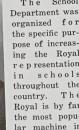
"I cannot help but feel some-times that our men do not fully appreciate the real possibilities that are given them to make big money."—Elliot G. Dodge, Balti-more Manager.



# SCHOOL DEPARTMENT



By A. M. Stonehouse, Manager



schools today among This gives us a deand students. and students. This gives us a decided advantage; however, we cannot depend upon this one point for the increase of our school sales. We must give schools the best service possible. In dealing with them, we should show by our attitude that we have a deep personal interest in their success. During the last ten years, it has been my experience that it is necessary to make a special study of every in-dividual school, as there is a different problem to be solved in each case.

#### Getting Results

If we are to get the best results from our representation in schools, e must make a special effort to see that the students are thoroughly sold on the Royal. Their recommendations, on the Koyal. Their recommendations, after they have secured positions, will go a long way toward helping you "get the order." One of the best ways of accomplishing this is through our awards which we are offering for proficiency in typewriting.

or more net words per minute for a period of fifteen minutes with not more than five errors. This gives them an added incentive to use the Royal at the beginning of their course.

Our next award is a gold pin similar to the "M. A. D." pin which we used several years ago, only it is smaller helping increase your sales.

George Hauptman, of Buffalo Office, Originates an Idea Which Has Reduced Service Calls and Spread Good Will

By H. H. Nunamaker, Mgr. Buffalo Office

SERVICE MEN

The School and is made in the form of a class

Department was organized for the specific purpose of increasures.

The School and is made in the form of a class pin with a safety clasp.

This pin is awarded to students who write forty-five or more net words per minute for a period of fifing the Royal teen minutes with not more than five teen minutes with not more than five errors. All students winning this pin become members of "The Royal Proficiency Club," the motto of which is shown in Latin on the face of the pin. Members of this club are entitled to special recognition at any of our Employment Departments.

#### **Build Large Club**

Build Large Club

The majority of students who are studying typewriting are doing so for the purpose of securing a position. This plan of forming a club and giving its members special consideration should be the means of increasing the number of Royal boosters in your territory. We will do everything we possibly can to help you build up a large club, but if you are going to get the best results, it will be necessary for you to make a thorough study of our new plan so that you can present it to your schools in an intelligent and interesting way in order telligent and interesting way in order o create enthusiasm among the teach-ers and students. Emphasize the practical benefits to be derived from win-ning our various awards, and especially of becoming members of "The Royal Proficiency Club."

We would suggest that you call particular attention to the fact that our first three tests may be given as In our new plan, we issue a certificate to all students who write thirty often as the teachers deem advisable each time. This is a distinct advantage as it enables students, especially during the latter part of their course, to have frequent opportunities of trying for our awards.

Royal awards are offered for your

#### NOTED AUTHOR PRAISES ROYAL

Will Irwin and His Royal No. 1 Still Going Strong

Still Going Strong

It is a privilege and a pleasure to publish below a letter commending a Royal from such a competent authority as Will Irwin. Those who have been reading his interesting articles in the recent numbers of the Saturday Evening Post, may be interested to know that they were written on "little roxie Royal" as he affectionately calls her. Mr. Irwin's stories are always interesting reading, and the April 7th issue of the Saturday Evening Post contains an article by him called "The Land of the Little People" which is well worth a closer cultivation. is well worth a closer cultivation.

Royal Typewriter Co., New York City.

Packing today to return to the east, I have just put my old Royal back into its battered, labelled case, and the act gave rise to the reflections which engender this voluntary testimonial

Early in 1916, being then a war correspondent with various armies, I



Will Irwin

machines was in a deplorable condition, the operator answered the above description. The "Diplomatic Service Man," Geo. Hauptman, realized that her attention should be called to the matter and to gain the heat result has matter and to gain the best result, he left the following typewritten on piece of paper.

things the Royal dirty I can hardly move my carriage. "I've been trying my best to do good

work for my little lady but somehow or other she has forgotten me. Why yesterday I was really ashamed to take hold of my boss' real good linen

there, that's fine. THANK YOU!"

How well this little trick served its purpose is evidenced by the fact that a Service Man has not been called by this particular firm and the young the summit of the Continental Divide.

This was entirely original and should be credited to Mr. George Hauptman of Buffalo Service Depart-

found that my typewriter would not do. It was hard at that time to find on the continent a machine with an English keyboard. At last I dug up in Paris a second hard Royal No. 1 in Paris a second hand Royal No. 1—the small portable kind. It had not even been rebuilt. That machine went with me to the French, British, Italian and American fronts. It ran with me from the Austrian advance after awfully glad to see you and don't blame me for this breakdown because I've been suffering unspeakably. It's been weeks and weeks since I've had a little drink of oil and my rails are so ditty I can hardly move my carriage. Atlantic and innumerable channel crossings. It has been bombarded, bombed, shell-shocked and gassed. or other she has forgotten me. Why yesterday I was really ashamed to take hold of my boss' real good linen paper with my unclean cylinder, but what am I to do?

"Will you remind her please, and tell her that I'll do my work as no other machine can for just an occasional drink and a little dusting? Ah, there, that's fine. THANK YOU!"

After the armistice it accompanied me all over Western Europe. It figures as a veteran of the Kapp rebellion in Berlin and the communist uprising in the Ruhr. In the intervals of its use by me, it has written the first draft of three books and many short stories by my wife, Inez Haynes Irwin. In all this time it has been repaired only once. That was a the armistice it accompanied After been repaired only once. That was small matter of the ribbon shift.

This summer, I carried it on the oscillating back seat of a Ford from New York to Leadville, Colo., under lady who saw the error in her ways, has admitted that she has learned her lesson.

the summit of the Continuents finish. I thought that would be its finish. But when I took little Roxie Royal out of her case, her childish patter was as merry as ever.

Yours very truly, (Signed) Will Irwin, Denver, Aug. 23, 1922.



## CANADIAN NEWS CANADIAN NE



EXPORT

Back in 19

sive merchan that he migh

reputable typ

Being detern menced an merits of the

sold in that fi Quite natu

Mr. W. A. MacLean, manager of the Montreal office, has brought his organization through the month of March, by making 100 per cent. of his quota. He has been awarded the Blue Banner in the Canadian organization. The work done by Mr. MacLean, and his organization during the month of March, reflects great credit upon his managerial ability. We are pleased to report that Mr. J. S. Dunn, of the Montreal City sales' force made his M. A. D. for the month of March. Mr. Dunn is one of the few highly trained typewriter men in Canada. He knows his Royal

men in Canada. He knows his Royal

Typewriter.

Another office that gave us a wonderful volume of business, considering past performances and also that the past performances and also that the manager was a brand new man, was the City of Quebec. Mr. R. A. Normandin took charge of this office on March 1st. After investigating the Royal Typewriter Company, he came to the conclusion that here was a concern that offered a future for any intelligent man, who wanted to work hard. He took the managership of the Quebec office on the morning of hard. He took the managership of the Quebec office on the morning of February 28th, and on the strength of being connected with a Company such as ours, and of which, he thought very highly, he took unto himself a wife on the afternoon of February 28th, he and his bride boarded a train for the City of Quebec, and his efforts during the month of March have shown we have made no mistake in picking him for the managership of that branch.

J. S. Dunn

J. S. Dunn

J. S. Dunn

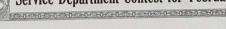
office. Miss Thomas by devious methods, such as telephoning, writing letters, calling personally on customers, and even during lunch hour, talking over the restaurant table about collections, succeeded in running out a very fine and satisfactory result, from a collection viewpoint, during the month of March for the Hamilton orange.



oranca.



# Service Department Contest for February



Division No. 1 Washington in First Place

The Washington Office came in the leader for the month of February in gratulated. branch held second place in January and Mr. H. H. Dougherty, foreman, is to be congratulated to be congratulated on having brought his office through to the lead.

Kansas City came up from ninth position in January to second for

Position in Sandary to Section 18 February.

New Orleans came in third.

Mr. L. Walker, foreman of the Kansas City office and Mr. A. Pintado, foreman of New Orleans, are to be congratulated.

Below is a list showing the standing of the various offices:

rious offices:

1—Washington 2\*
2—Kansas City 1\*
3—New Orleans 1\*
4—St. Louis 1\*
5—Chicago 2\*
6—Boston 2\*
7—Baitimore 1\*
8—Cleveland 2\*
9—Atlanta 1\*
11—Buffalo
12—San Francisco
13—Minneapolis
14—Philadelphia
14—Philadelphia
15—Hartford 1\*
16—Indianapolis
15—Exertiord 1\*
16—Indianapolis
15—Exertiord 1\*
15—Battord 1\*
15—Hartford 1\*
15—Hartford 1\*
15—Lattord 1\*
15—La

#### Standing of Branches in Division No. 2

#### Dayton Again Leads

The Dayton Office again came out on top for the month of February. This branch held the lead for the months of December, 1922 and January, 1923 and Mr. H. Wisener, foreman, deserves all praise for making it a triple-header and for the fine record he is making for his office

Little Rock came in second. Milwaukee third.

Mr. J. Ellington, foreman of the Little Rock office and Mr. E. Doepke, foreman of Milwaukee, are to be con-

Below is a list showing the standing of the various offices:

TO INCREASE NETS-INCREASE EARNINGS

study of t Royal wa because also beca the finish pressed w Royal, an at the tir was in o act as su cept the

> have wo he today typewrit At th sentation clearly r tically v put into business out the one of vincingl direct t effort e the sho

How wis

laid a se progran able sul After complet



**DIPLOMATIC** 

One of the Company takes is its Service Depart-We at Buffalo feel exceptionally fortunate in having 'Diplomatic Service Men."

There are

times when which has been very much neglected and whose operator should be reprimanded so that such a condition does not occur again.

A great many times such an operator would not welcome any statement from the service man. Under these conditions a "Diplomatic Service Man" may be a wonderful asset to our company, as was evidenced by the follow-

Some several months ago in the office of a large Royal user, one of the

meth-g let-

REASE

# THE ROYAL IN THE EAST INDIES

Back in 1910 Mr. H. P. J. Steelink, a progressive merchant of Weltevreden, Java, concluded that he might profitably handle the sale of a reputable typewriter in the Dutch East Indies. Being determined to select the best, he commenced an intensive investigation into the merits of the many machines which were being sold in that field.

Quite naturally, because of his open-minded

practicable and over-costly for him to cover such a widespread field with his own salesmen, and therefore set about the task of securing satisfactory sub-agents to co-operate with him in carrying on the sale of Royal machines.

There follows a point worthy of particular

Due to Mr. Steelink's foresight in having established the prestige of the Royal throughout

Photograph No. 1 is a view of the exterior of Mr. Steelink's offices in Weltevreden and shows how well he has taken advantage of the shows how well he has taken advantage of the available window space to display our product. The gentlemen in this picture, reading from left to right, are: (Standing) Mr. H. P. J. Steelink; Mr. W. G. de Blank, Head Bookkeeper; Mr. P. H. Zieren, Chief Traveller; Mr. J. Reyers, Treasurer; Mr. J. Reitsema, Chief Mechanic; Mr.



study of this question, he was convinced that the Royal was far superior to all others, not only because of its simplicity of construction, but also because of its durability and the beauty of the finished work it turned out. So deeply impressed was Mr. Steelink with the qualities of the Royal, and so sure of its future, that even though at the time the direct agency for that territory was in other hands, he preferred to temporarily act as sub-agent rather than at the time to accept the exclusive agency for another machine. How wisely and accurately Mr. Steelink's plans have worked out may be seen from the fact that he today occupies the dominant position of the

typewriter business in his field.

At the time of taking over the direct representation of the Royal in 1919, Mr. Steelink clearly realizing that the East Indies were practically virgin territory for the Royal typewriter, put into effect a sales plan under which every business house in every fair size town throughout the entire Islands was personally visited by one of Mr. Steelink's own salesmen who convincingly demonstrated the quality of the Royal direct to the merchants. This splendid sales effort established the Royal prestige in spite of the short time it had been on the market, and laid a solid foundation for the next step in his program—that of building a strong and profit-

able sub-agency organization.

After this direct sales campaign had been completed Mr. Steelink saw that it would be im-

the territory, and having thereby built up a strong demand for our product, he was enabled to select his sub-agents with careful discrimina-This was true because he had aroused such interest in the Royal typewriter that many capable and progressive merchants throughout the Indies were ready and anxious to connect themselves with Mr. Steelink's organization in handling the Royal.

This is most convincing evidence of the value of sound organization work, and we recommend it to the thoughtful consideration of our readers.

In addition to being an able organizer, as may be seen from the above, Mr. Steelink is also a capable sales executive and fully appreciates the necessity for co-ordinating advertising campaigns with personal solicitation. The Royal window display and the interior display shown in the accompanying photographs indicate most graphically the impressive and attractive manner in which Mr. Steelink brings the Royal typewriter to the attention of the buying public.

Mr. Steelink's wise plans and energetic efforts have secured for him and for us the leadership in the typewriter sales in the Dutch East Indies, and we welcome this opportunity to publicly compliment him on his achievements. We are confident of the future of the Royal typewriter in his field.

In center photo we have the pleasure of introducing to you Mr. H. P. J. Steelink, with whom we are glad to be associated.

J. de Raadt, Salesman; Mr. Raden Mas Jasin, Expeditor. The first native sitting at the left of the picture is the chauffeur Mas Amat, who has driven more than 90,000 miles in connection with Royal service. The other natives are clerks.

Photograph No. 2, was taken in Mr. Steelink's private office during a conference on Royal busiprivate office during a conference of recognition ness. The gentlemen present are: (Sitting) from left to right, Mr. W. G. de Blank and Mr. H. P. J. Steelink. (Standing) from left to right, Mr. P. H. Zieren and Mr. J. Reyers. It may be noted that Mr. Steelink has a Royal Typewriter always beside his desk.

Photograph No. 3 was taken in the interior of the General Office of Mr. Steelink.

Photograph No. 4 indicates the attractive manner in which Royal typewriters are exhibited in the Typewriter Department of his store in Weltevreden.

It may truly be said that Mr. Steelink's success is largely attributable to his foresight in building a strong foundation for his organization and to the energy and vigor with which he has supervised and co-ordinated the sales efforts of his associates. The prominent position which he and many of our other agents occupy in their respective commercial fields should inspire the ambition in all to force themselves by merit into the front rank of their business circles. Royal Typewriter—properly handled—will materially assist in gratifying this ambition.

## DEALERS MARCH ROLL OF HONOR



Colo



No. 1 ROY A. DAVIS Colorado Springs,



No. 2 OFFICE SPECIAL-TIES COMPANY Fargo, N. D.





ANDERSON TYPEWRITER COMPANY Pasadena, Cal.

E. E. LEDFORD Harrisburg, Ill.





H S STORR





W. Cantor



No. 7 T. H. PAYNE CO.







No. 9 CALHOUN OFFICE SUPPLY CO. Spartanburg, S. C.





## Pittsburg, Kansas After being a sub-dealer for the

Office Equipment Company of Independence, Kansas, for a good many years, Mr. B. M. Gragg of Pittsburg, Kansas, has been appointed a direct dealer under the name of the Office Specialty Company.

Since his appointment to our organization at the beginning of the year Mr. Gragg has made very fine progress in getting the Royal known throughout his territory. Mr. Gragg is full of pep and expects to make 1923 a big year.

Early in March Mr. Gragg put over a very interesting sale. He stopped in the office of the Appeal Publishing Company and told one of the managers that he had a new typewriter agers that he had a new typewriter to show him. The manager said it was a waste of time and asked the name of the machine. Upon being told it was a Royal he replied that they were using all—— and they were very satisfactory. After some argument he consented to look at the Royal and Mr. Gragg brought it in and started demonstrating. Refere and started demonstrating. Before he could get more than two or three he could get more than two or three words out the manager asked the price and Mr. Gragg replied "One hundred and two dollars and fifty cents." The manager said, "I am going to buy that machine, it is the best typewriter I believe I ever saw. Send us a bill and we will mail you a check. Mr. is out of the a check. Mr.— is out of the office today, but he will be here tomorrow. I will talk to him and you come up tomorrow and we may buy another one." Mr. Gragg was there the next day and got the order. Two weeks later they bought two more.

Mr. Gragg says, "If you show them a Royal they just can't keep from

### OFFICE SPECIALTY COMPANY BENSON TYPEWRITER COMPANY CANTON, OHIO

Mr. L. E. Benson was first connected with the Royal Typewriter in 1923. He has splendid headquarters in Canton with a large double some years ago. He was appointed a show window and has arranged it



ever since. Since Mr. Benson arrived in Canton, Ohio, he has sold a great number of machines there for the Royal Company and 1922 was the names of the other gentlemen in the right of the accompanying photograph and Mr. Graf, Dealers' Department, is on the left. Unfortunately we have not received the names of the other gentlemen in the best year he has had. Every indi- picture.

dealer from there and has been one ever since. Since Mr. Benson ar-

"In every variety of human employment, in the mechanical and in the fine arts, in navigation, in farming, in legislating, there are the working-men on whom the burden of the business falls—those who love work and love to see it rightly done, who finish their task for its own sake."—Ralph Waldo Emerson.

If there is anything in the world that will sell typewriters, it is enthusiasm—first, last and always. If you are enthusiastic yourself, it will create a certain amount of enthusiasm in others.—Geo. L. Smith, Manager, Los Angeles Office.

# PALESTINE PRINTING COMPANY

great deal of attention and comment from all who have had the pleasure of seeing it. Mr. J. C. Scott, mechanic and salesman, has devised a very novel display. He has suspended a

This show window of the Palestine the typewriter was suspended. Many Printing Company has attracted a passers-by dropped in to ask the office great deal of attention and comment force what made the light burn, and



new quiet model Royal from the ceillow for a big year with the Royal, look forward to his continued success the company arranged in a very attractive manner. This is one of the wires connected to an electric light, which gave the appearance of merely being tied to the same cord on which look forward to his continued success during the coming year. Mr. T. H. finest windows we have had called they expect to have about seventy-five being tied to the same cord on which look forward to his continued success during the coming year. Mr. T. H. finest windows we have had called to our attention in some time. new quiet model Royal from the ceil- booming in Eastern Texas and they

# T. H. PAYNE COMPANY, CHATTANOOGA, TENN.

We take great pleasure in reproducing the fine show window of the T. H. Payne Company. This display has been laid out very carefully and around the base of the Royals they



T mem some monoment m

EMM

# THE RESERVE AND THE RESERVE AND THE PROPERTY OF THE PROPERTY O THE ROYAL M. A. D. CLUB NOW HAS 117 MEMBERS

We have listed the M. A. D. roll below under the offices to which the men belong. The names with the asterisk before them are repeaters for March.

#### THE NEW M.A.D. MEMBERS FOR MARCH



Y

uble

nying alers' infor-the n the

the

t part











\*J. C. O'Keefe J. A. Durston \*E. G. Dodge

\*E. G. Dodge
BOSTON

\*E. A. Raphael

\*F. L. Gallup

\*I. C. Barlow

F. A. Smith

F. I. Crocker

C. A. Rich

H. E. Burton

R. M. Harvey

BUFFALO \*H. H. Nunamaker \*C. M. Pillow R. E. Ward



12—SHIFFLETTE











\*G. M. White
\*R. H. Martin
\*W. B. Derango
\*H. Ash
\*J. Schwartz
\*C. Schnirring
R. D. Yates
N. Sykes
C. C. Waters
R. B. Brandes
H. J. Fuchs

14-DAVIS



FRESNO R. M. Devin GRAND RAPIDS L. J. Vermeer W. A. Mulligan HARRISBURG A. H. Coffin HARTFORD

H. F. Brainerd J. L. Cook INDIANAPOLIS W. F. Teer KANSAS CITY \*N. B. Boulwar J. H. Noland

J. H. Noland
LOS ANGELES
\*J. M. Agnew
E. E. Thornton
T. M. Colwell
T. M. Duffy
LOUISVILLE
\*J. T. Wellman
MILWAUKEE
A, F. Lines

R. E. Ward
CHICAGO
F. N. McGough
\*E. J. Goldblatt
\*H. Nuhn
\*P. S. Jones
\*W. B. Larsen
J. M. Roberts
\*J. C. LaBorence
\*E. H. Johnson
A. J. Redding
\*R. C. Goldblatt
\*H. P. Sutton
F. E. Fleming
CINCINNATI A. F. Lines
MINNEAPOLIS
A. S. Hall
E. J. Smith
NEW ORLEANS
W. J. Creger
NEWARK
J. F. Murdock
E. G. Landreth CINCINNATI G. C. Kinnamon C. J. Bailey C. J. Bailey
CLEVELAND
E. F. Hancock
W. C. Rodgers
\*C. H. Essex
C. C. Koch
W. H. Peate
G. R. Hatcher
COLUMBIJE

E. G. Landreth
NEW YORK
\*C. W. Knox
\*J. J. Freund
\*D. J. Allingham
\*H. W. Van Ness
\*G. M. Guest
\*R. C. Robinson
\*T. M. Gleason
\*A. C. Wiles
\*C. K. Freund
\*H. W. DeMott COLUMBUS \*L. D. Teeters DALLAS W. C. Sweeton J. H. Kennedy \*P. H. Billman

DAYTON \*O. P. Gilmore

CANADA

1\_B, Dempsey, Toronto
2\_J. Ross, Toronto
3\_T. G. Lewis, Ottawa
4\_H. P. Lewis, Ottawa
5\_W. A. MacLean, Montreal
6\_J. S. Dunn, Montreal

FOREIGN
Visible Writing Machine Company, Ltd., London
2—Mr. Jones 

3-Mr. Tree

# STANDING OF THE BRANCHES END OF MARCH, 1923

STATES OF THE ST

In the future we will list the standing of the various branches in the order below, publishing the pictures of the managers of the ten leading offices. As will be seen by the list below, the leadership is not confined to any certain territory, but it is pretty evenly distributed in all sections of the United States. This is a good sign that the wave of prosperity is pretty general.





20—BAILEY Cincinnati

25—LINEHAN San Francisco

OAKLAND C. Salbach

C. Salbach
PHILADELPHIA
\*J. W. Turner
J. Hancock
\*I. J. Gough
D. Stewart
H. K. Goslin
W. A. Cox
L. A. Dunn

PITTSBURGH \*M. V. Miller J. C. Kemmer A. E. Hanna

PROVIDENCE E. D. Crandall

E. D. Crandall
SAN FRANCISCO
\*C. H. Billington
\*H. H. Tomkinson
D. B. Starrett
C. H. Linehan

C. H. Linehan
SPRINGFIELD, MASS.
L. B. Behan
ST. LOUIS
G. G. Ralls
L. G. Davidson
\*D. M. Elliott
E. J. Hass
J. B. Cox
L. F. Reynolds
G. M. Davis
H. F. Shifflette
ST. PAUL

ST. PAUL \*J. R. Ronicker

WASHINGTON \*H. L. Rudnick WORCESTER

TOLEDO P. W. Jones

5—SALBACH Oakland













NUNAMAKER Buffalo





# Sales Standing

1—Chicago 25-Ft. Wayne 26—Indianapolis 2-New York 3-San Francisco 27—Providence 4—Buffalo 28-New Haven 29-Rochester 5—Oakland 6-Worcester 30-Cincinnati 7—Harrisburg 31-New Orleans 32-Springfield, Mass. 8-St. Louis 33-Detroit 9-Los Angeles 34—Bangor 10—Boston

35—Minneapolis 11-Cleveland 36—Omaha 12-Portland, Me. 37-Newark 13-Bridgeport 14—St. Paul 15-Portland, Ore.

16—Louisville 17—Dallas 18-Atlanta 19—Kansas City 20—Baltimore 21-Pittsburgh

22—Columbus 23-Philadelphia 24—Washington

38-Johnstown 39-San Antonio 40-Milwaukee 41—Peoria 42—Akron 43-Toledo 44—Richmond 45—Dayton 46-Harrisburg

47—Houston 48—Memphis 51-South Bend 52—Charleston 53—Denver 54—Evansville 55-Jacksonville 56—Sioux City 57—Grand Rapids 58—Allentown 59—Davenport 60-Seattle 61-Springfield, O. 62—Youngstown 63—Albany 64-Birmingham

49-Springfield, Ill.

50—Erie

65-Norfolk 66-Little Rock 67-Rockford 68-Des Moines 69—Fresno 70-Scranton 71—Duluth

4181

# TIGERS WIN AGAIN

The interesting contest between the Roberts' Colts and the Goldblatt Tigers is still on. March finished a spirited fight in which the Goldblatt Tigers ran away from the Colts again. Chicago had one of the biggest months in sales in all of its history, and both teams pulled for all they were worth from the very start. Following is how they finished and the line-up on each side: TIGERS-1825 Points

COLTS-895 Points \*John Roberts, Captain \*J. C. LaBorence F. B. McGough R. F. Hoyt \*E. J. Goldblatt, Captain \*W. B. Larson \*H. P. Sutton \*J. A. Redding \*E. H. Johnson \*P. S. Jones E. Pratt \*R. C. Goldblatt \*H. Nuhn R. Pike F. B. Fleming

\*M.A.D. Men

Latest news from Chicago is that the getting the Tigers, so we may expect another battle in April.



NUMBER FOUR

**VOLUME EIGHT** 

Cloday~

The number of ROYAL users

Exceeds and gaining day

Floquent evidence of the increasing popularity and growing market of the Famous Royal Typewriter

"Compare the Work"

1st-Began Less Than

first. He step tion without April busines York City B The change

slightest ups

der of things

sistant Sale

month duri